In the Claims

1.   (Original) An apparatus for interfacing between a systems management system and a remote services system comprising:

a systems management application program interface;

a systems management integrator application program interface, the systems management integrator application program interface providing a normalization point where data from the systems management system is normalized to a remote services system standard; and

an integrator coupled between the systems management application program interface and the systems management integrator application program interface, the integrator collecting and detecting information from the systems management system.

2.   (Original) The apparatus of claim 1 wherein the systems management integrator application program interface includes:

a forward calls component, the forward calls component providing forwards calls from the systems management system to the remote services system.

3.   (Original) The apparatus of claim 2 wherein the systems management integrator application program interface includes:

a back-channel calls component, the back-channel calls component providing back-channel calls from the remote services system to the system management system.

4.   (Original) The apparatus of claim 1 wherein the systems management integrator application program interface provides generic message interfaces as well as specific message interfaces, the specific message interfaces being provided to enable the remote services system to handle a message without having to inspect the contents of the message.

5.   (Original) The apparatus of claim 4 wherein the specific message interfaces include an alarm message.

6.   (Original) The apparatus of claim 4 wherein the specific message interfaces include an event message.

7.   (Original) The apparatus of claim 4 wherein:
the generic message interfaces includes data, the data including a class, and
the integrator sets the class of the data.

8.   (Original) The apparatus of claim 3 wherein the systems management integrator application program interface:
provides support for declaring capabilities of a support instance at registration time via the forward channel, and
provides support for a request of the capabilities of the support instance via the back-channel after registration time.

9.   (Original) The apparatus of claim 1 wherein the systems management integrator application program interface provides an interface between the integrator and a remote services infrastructure.

10.   (Original) The apparatus of claim 8 wherein the systems management integrator application program interface is coupled to a remote services proxy of the remote services infrastructure.

11.   (Original) A systems management integrator application program interface for a remote services system comprising:
a forward calls component, the forward calls component providing forwards calls from a systems management system to the remote services system; and
a back-channel calls component, the back-channel calls component providing back-channel calls from the remote services system to the system management system.

12.   (Original) The systems management integrator application program interface of claim 11 wherein the systems management integrator application program interface provides

generic message interfaces as well as specific message interfaces, the specific message interfaces being provided to enable the remote services system to handle a message without having to inspect the contents of the message.

13. (Original) The systems management integrator application program interface of claim 12 wherein the specific message interfaces include an alarm message.

14. (Original) The systems management integrator application program interface of claim 12 wherein the specific message interfaces include an event message.

15. (Original) The systems management integrator application program interface of claim 12 wherein

the generic message interfaces includes data, the data including a class, and an integrator sets the class of the data.

16. (Original) The systems management integrator application program interface of claim 11 wherein the systems management integrator application program interface

provides support for declaring capabilities of a support instance at registration time via the forward channel, and

provides support for a request of the capabilities of the support instance via the back-channel after registration time.

17. (Original) The systems management integrator application program interface of claim 11 wherein the systems management integrator application program interface provides an interface between a systems management platform and a remote services infrastructure.

18. (Original) The systems management integrator application program interface of claim 17 wherein the systems management integrator application program interface is coupled to a remote services proxy of the remote services infrastructure.

19. (Original) A method for interfacing between a systems management system and a remote services system comprising:

providing a systems management application program interface;

collecting and detecting information from the systems management system using a
systems management integrator, the systems management integrator interfacing
with the systems management system via the systems management application
program interface;

providing and receiving information to the remote services system, the providing and
receiving information being via a systems management integrator application
program interface, the systems management integrator application program
interface providing a normalization point where data from the systems
management system is normalized to a remote services system standard.

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